

**UNITED STATES DISTRICT AND BANKRUPTCY COURT
DISTRICT OF IDAHO**

SURVEY RESULTS - July 2001

Thank you for responding to this survey. We will address the concerns and suggestions which you provided and will continue to focus on the highest level of service.

Part I - Courteous and Responsive Treatment

Please rate the following statements based on your experience by circling the number that corresponds to your response.

	Strongly Agree		Neither Agree Nor Disagree		Strongly Disagree	No Contact/ Knowledge
Courtroom Personnel:						
1. Are friendly and courteous	75.5%	19.4%	1.0%	2.0%	0.0%	2.0%
2. Are available to answer my questions	67.3%	27.6%	1.0%	1.0%	1.0%	2.0%
3. Know the answers to my questions	53.1%	35.7%	7.1%	1.0%	1.0%	2.0%
4. Are responsive on calendared items	70.4%	21.4%	4.1%	2.0%	0.0%	2.0%
5. Serve the Bar/public in a professional manner	73.5%	20.4%	1.0%	1.0%	1.0%	3.1%
Clerk's Office Personnel:						
6. Are friendly and courteous	73.7%	19.2%	3.0%	1.0%	1.0%	2.0%
7. Are available to answer my questions	65.7%	24.2%	6.1%	1.0%	1.0%	2.0%
8. Know the answers to my questions	50.5%	34.3%	11.1%	1.0%	1.0%	2.0%

9. Are responsive to my questions	68.0%	21.6%	6.2%	1.0%	1.0%	2.1%
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10. Serve the Bar/public in a professional manner	72.2%	18.6%	4.1%	1.0%	1.0%	3.1%
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11 Answered my questions in a timely manner	71.1%	18.6%	5.2%	1.0%	1.0%	3.1%
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12. Do you have any comments about our service or suggestions for improvement?

- < Recently, there have been some delays in getting hearings scheduled.
- < Best in the USA that I know
- < I don't like the phone system but that is true with ANY automated system not just the court's
- < I have contact with Pocatello clerks' office most often and they have always been very helpful and courteous
- < Needs a unified phone directory to identify the correct individual to call with a question
- < Pocatello clerk's office needs to be more integrated with Boise clerk's office so that filing at Pocatello is the equivalent of filing in Boise
- < Compared to what I've experienced in some of the State Courts, the federal clerks are wonderful
- < Excellent
- < Excellent, friendly, professional
- < Have someone at the clerk's office available from 9:00 to 5:00
- < I've been dealing with court personnel for over 20 years and we have some of the best clerks I've run across
- < I feel the courtroom & clerk personnel in the Coeur d'Alene office provide excellent service
- < Keep up the good work!
- < Personnel in Coeur d'Alene are very helpful
- < Service is great
- < Service is incredible
- < The Bankruptcy personnel go out of their way to be helpful
- < There seems to be a focus on getting dates and orders almost for the sake of getting them, even if the case isn't ready. The process is exceedingly bureaucratic.
- < They are GREAT people - no brown-nosing here
- < Can't ask for better assistance when needed

- < Very friendly and willing to help. Very pleased with access abilities of clerk's office personnel
- < With the new requirement that motions be set for hearings, there may be some adjustment time needed for the additional interaction with counsel for scheduling
- < You have the most user-friendly court I have ever encountered! You and your staff are to be commended. This is certainly one area where the taxpayer is getting excellent value for the money.

Part II - Counter and Telephone Services

Please rate the following statements based on your experience by circling the number that corresponds to your response.

	Very Satisfied		Neither Satisfied Nor Dissatisfied		Strongly Dissatisfied	No Contact
Counter/Telephone Personnel						
1. Are professional and courteous	63.9%	24.7%	4.1%	0.0%	1.0%	6.2%
2. Are accessible	56.7%	25.8%	9.4%	0.0%	1.0%	6.3%
3. Information is accessible	57.9%	25.3%	9.5%	0.0%	1.1%	6.3%
4. Counter waiting time is minimal	56.8%	18.9%	8.4%	0.0%	1.1%	14.7%
5. Are accessible by phone	58.8%	26.8%	8.2%	0.0%	1.0%	5.2%
6. Provide accurate information	61.9%	25.8%	5.2%	1.0%	1.0%	5.2%
7. Provide quality copy services	38.3%	9.6%	13.8%	3.2%	3.2%	31.9%
8. Provide quality fax services	38.9%	10.5%	9.5%	3.2%	3.2%	34.7%
9. Do you have any comments about our service or suggestions for improvement?						
<	If it isn't broken don't fix it at in comparison to other courts.					
<	Best in the USA - that I know					
<	Excellent					
<	Too expensive [copy services]					

Part III - Records, Docketing and Case Administration

Please rate the following statements based on your experience by circling the number that corresponds to your response.

	Strongly Agree		Neither Agree Nor Disagree		Strongly Disagree		No Contact
Files and Records							
1. Are readily available	51.5%	32.0%	8.2%	0.0%	1.0%		7.2%
2. Are retrieved timely	54.1%	29.6%	8.2%	0.0%	1.0%		7.1%
3. Are accurate	53.1%	35.7%	2.0%	0.0%	2.0%		7.1%
4. Are maintained pursuant to statute	56.3%	24.0%	4.2%	0.0%	1.0%		14.6%

Docketing/Case Administration Personnel

5. Perform work in timely manner	62.6%	24.2%	5.1%	1.0%	1.0%		6.1%
6. Perform work in accurate manner	62.6%	25.3%	4.0%	2.0%	1.0%		5.1%
7. Are courteous	70.4%	19.4%	1.0%	1.0%	1.0%		7.1%
8. Are responsive to my questions	64.6%	23.2%	2.0%	1.0%	1.0%		8.1%
9. Serve the Bar in a professional manner	68.7%	19.2%	3.0%	1.0%	1.0%		7.1%

10. Do you have any comments about our service or suggestions for improvement?

- < Why can't the cases be coordinated so if an attorney has more than one case during the day that those cases can be handled during the same session.
- < On line needs some improvement

- < Again operations between Pocatello and Boise need to be more seamless and integrated
- < Great
- < Excellent
- < Had a docketing error in a case. Promptly cured when brought to attention of the clerk. Not bad in 20 years. If your staff can get better, I don't know how. They all deserve a raise.
- < Imaging is wonderful - needs to be universal - all documents - all cases
- < Personnel in Coeur d'Alene are very helpful
- < Racer - add to system copy of 341 hearing notice & copy of returned mail (especially true of chapter 13).
- < Sometimes, pleadings that are mailed sealed are made part of file w/o being placed in an envelope.

Part IV - Automation Systems Evaluation Form

Please rate the following statements based on your experience by circling the number that corresponds to your response.

	Strongly Agree		Neither Agree Nor Disagree		Strongly Disagree		No Contact
Internet System:							
1. Is reliable	36.7%	38.8%	9.2%	4.1%	1.0%		10.2%
2. Contains useful information	69.1%	15.5%	3.1%	2.1%	1.0%		9.3%
3. Assists in resolving my case	54.7%	17.9%	13.7%	0.0%	2.1%		11.6%
4. Contains accurate information	50.5%	32.0%	4.1%	2.1%	1.0%		10.3%
5. Saves our office time or money	62.9%	15.5%	7.2%	1.0%	2.1%		11.3%
6. Images of (i.e.) case pleadings are useful	67.7%	15.6%	3.1%	0.0%	2.1%		11.5%
Systems Personnel:							
7. Are responsive to my questions	28.4%	20.0%	5.3%	1.1%	0.0%		45.3%
8. Are courteous	36.5%	12.6%	4.2%	1.1%	0.0%		45.3%

9. Serve the Bar in a professional manner 37.5% 12.5% 4.2% 1.0% 0.0% 44.8%

10. Do you have any comments about our automation systems or suggestions for improvement?

- < Great website!
- < RACER is a great help
- < Best around
- < Case pleading images are the most useful thing you have. If you could add a Search by topic search tool that would allow us all to do search
- < RACER is an excellent system. It is fairly reliable. It creates significant efficiencies.
- < There have been several occasions when the documents were scanned crooked which cuts off information in the documents.
- < This Court's web site is the best of its kind that I've seen. The ability to retrieve nearly any pleading motion or order on line is great.
- < An excellent asset to the District
- < An excellent service; can't really say it assists in resolving case, but I suppose anything that aids processing of case (which this surely does) necessarily aids in its ultimate resolution one way or another.
- < Can't access info unless you have case #
- < Expand items placed on Racer to include returned mail certificates
- < Figure out some way to keep this service free to the public - if that's not possible, a flat-fee subscription would be a good alternative. I use RACER on other court sites and the "per page" charges are a nuisance in some cases and extremely costly (in relation to benefit) in others.
- < I have terrible difficulty accessing cases by name. Only works w/ss# or filing #.
- < Internet is great, especially bankruptcy pleadings. Saves much time and money.
- < Name searches still don't get good results, but it's a work in progress!
- < Uploading of documents is sometimes not as prompt as we need.
- < We have one of the best computer systems in the U.S.

Part V - Security Services (External to Court Personnel)

Please rate the following statements based on your experience by circling the number that corresponds to your response.

	Very Satisfied		Neither Satisfied Nor Dissatisfied	Strongly Dissatisfied	No Contact	
Car Entry - Gate Personnel (GSA):						
1. Are friendly and courteous	46.3%	13.7%	9.5%	2.1%	2.1%	26.3%
2. Know answers to my questions	30.1%	14.0%	11.8%	3.2%	0.0%	40.9%
3. Review security issues in polite manner	40.4%	17.0%	9.6%	4.3%	0.0%	28.7%
4. Provide parking instructions	34.4%	12.9%	16.1%	3.2%	0.0%	33.3%

Marshal's Building Screening (Court Security Officer, CSO's):

5. Are friendly and courteous	67.0%	19.6%	5.2%	2.1%	1.0%	5.2%
6. Know answers to my questions	55.2%	24.0%	6.3%	3.1%	1.0%	10.4%
7. Review security issues in polite manner	64.6%	17.7%	6.3%	1.0%	1.0%	9.4%
8. Provide accurate information/directions	66.7%	17.7%	4.2%	2.1%	1.0%	8.3%

9. Do you have any comments about these services or suggestions for improvement?

< I park on the street in front of building.

< [Very Satisfied] At in comparisons to other security personnel for other local courts

< Very friendly

- < As an officer of the Court, I find it degrading to be searched, asked to assume the position if my shoes set off the machine, & in all other ways treated as a suspect. It's embarrassing in front of clients. I am mindful of the need, but believe respect is warranted.
- < Court security officers are always friendly and polite
- < Excellent
- < Excellent personnel
- < Great staff (Pocatello)
- < GSA can be a bit rude
- < CSO's always very professional
- < Staff in CDA is helpful, polite, & professional

Accessibility and Convenience of the Court

Part VI - Access to the Courthouse

By circling the appropriate number, please tell us how easy it was to do each of the following.

Circle One

	Very Easy			Very Difficult	
1. Find the courthouse	80.6%	16.3%	2.0%	1.0%	0.0%
2. Find the office or courtroom you needed	71.4%	21.4%	3.1%	4.1%	0.0%
3. If you drove, how easy or difficult was it to find a parking space	38.1%	17.5%	27.8%	12.4%	4.1%
4. How did you get to the courthouse?					
<u>13.8%</u> 1. Walk	<u>1.3%</u> 2. Bus	<u>85.0%</u> 3. Private car			
<u>0.0%</u> 4. Cab	<u>0.0%</u> 5. Other public transportation				

Part VII - Finding Your Way Around

By circling the appropriate number, please tell us how easy it was to do each of the following. If you have not tried to use one of these resources, please circle "9".

Circle One

	Very Easy				Very Difficult	No Experience
1. Find the directory	34.4%	16.7%	7.3%	2.1%	5.2%	35.4%
2. Use the directory	32.3%	12.3%	6.2%	3.1%	0.0%	46.2%
3. Get help from court personnel	53.0%	24.2%	4.5%	0.0%	0.0%	18.2%
4. Follow the signs showing where to go	35.1%	21.6%	14.4%	2.1%	5.2%	21.6%

Part VIII - Amenities for Courthouse Users

By circling the appropriate number, please tell us how easy it was to do each of the following. If you have not tried to use one of these resources, please circle "9".

Circle One

	Very Easy				Very Difficult	No Experience
1. Find a telephone	37.1%	16.5%	20.6%	5.2%	6.2%	14.4%
2. Find a rest room	64.9%	17.5%	7.2%	3.1%	2.1%	5.2%
3. Find seating while you waited	64.9%	17.5%	10.3%	0.0%	2.1%	5.2%
4. Speak privately with someone	49.5%	21.6%	16.5%	4.1%	3.1%	5.2%
5. Use the cafeteria or lunchroom	44.8%	10.4%	4.2%	1.0%	12.5%	27.1%

Part IX - Courtroom Audibility Evaluation Form

1. In general, do you have problems hearing the court participants?

Often

Sometimes

Never

3.2%

7.4%

16.0%

27.7%

45.7%

If you experience any difficulties hearing court participants, please answer the following questions.

2. In which courtrooms have you experienced difficulty hearing?

29.6% District

66.7% Bankruptcy

3.7% Magistrate

3. Is it more difficult to hear in certain areas of the courtroom?

43.2% Yes

56.8% No

If yes, please describe:

- < Back - in the Jerome basement
- < Back of the courtroom
- < In back
- < Behind the bar
- < Cannot speak to specifics but I can recall having problems hearing a lawyer or witness speak
- < Difficult to hear parties facing judge at counsel table unless they use the microphone at the podium
- < From behind the microphone when several attorneys are waiting to address court
- < I think it's more a matter of getting some participants to speak up
- < I have a hearing impairment
- < I think it is my hearing
- < In the back of larger courtrooms
- < In the back of the courtroom you often can't hear the lawyer's responses
- < In the big courtrooms there is something of a "dead area in the middle (front to back) along both sides
- < In the rear. However, I do have some difficulty with my hearing.
- < OK near front
- < When attorneys are at side bar during roll call etc.
- < When forced to sit behind pillars

4. Are certain participants more difficult to hear than others?

53.6% Yes

46.4% No

If yes, please specify person (e.g., judge, attorneys, litigants, and witnesses) and specific problem (e.g., did not speak loudly and did not speak clearly):

- < Certain witness - have "smaller" voice.
- < Witnesses not speaking loudly
- < Witnesses - when they did not speak loudly or clearly
- < Attorneys
- < Did not speak loudly
- < Generally creditor representatives at 341 meetings spew their name and firm
- < Some attorneys do not consistently use the lectern
- < Attorneys, witnesses - do not speak clearly
- < Clerk hard to hear
- < Difficult to hear parties who speak softly
- < High pitched voices
- < Judges
- < Lay people don't speak with as much force as Lawyers or trustees
- < Litigants - mumbles, soft
- < Litigants & pro se participants in BK hearings
- < Some witnesses
- < Some witnesses didn't speak loudly enough
- < Those speaking to the Court in tandem from the microphone.
- < Witnesses (3)
- < Witnesses did not speak loudly and did not speak clearly

5. Does extraneous noise **outside** the courtroom contribute to inaudibility?

4.7% Yes

95.3% No

If yes, please describe:

- < Too many people in the lobby make it quite loud
- < Babies crying in the hall make it hard to hear. Perhaps they can be directed to a conference room so the mother/father can still be present but help with child be more quiet.
- < Fans or air conditioners

6. Does extraneous noise **inside** the courtroom contribute to inaudibility?

14.8% Yes

85.2% No

If yes, please describe:

- < 341 meetings are crowded. Babies.
- < Many people speaking at the same time.
- < Sometimes

- < Sometimes gallery persons are speaking
- < Talking behind the bar

7. Do physical problems in the courtroom (e.g., malfunctioning sound equipment such as microphones and poor room arrangement for audience to hear proceedings) contribute to inaudibility?

12.1% Yes

87.9% No

If yes, please describe:

- < Microphones
- < Mikes can be turned up louder
- < Pillars
- < The podiums are too big and not easy to move. The arrangement can make it difficult

Note any other comments you have about the courtroom's audibility.

- < The Jerome Basement facility is terrible.

Part X - Background

Please provide the court with some background information. This information will provide a context for interpreting the results.

1. Which division are you in?

19.3% 1. North

50.6% 2. South

20.5% 3. East

9.6% 4. Central

2. On average, how often are you in contact with the court?

8.2% 1. Daily

45.4% 2. Weekly

41.2% 3. Monthly

2.1% 4. For limited periods (e.g., jury duty)

3.1% 5. Other (please specify)

- < Used to be weekly. My practice has since changed to more real estate work
- < Case or two every year or two
- < CJA panel
- < Hearings & trials 2-3 times a year
- < Infrequent

3. Please describe your relationship to the court.

<u>89.8%</u> 1. Attorney	<u>3.1%</u> 2. Assistant U.S. Attorney
<u>0.0%</u> 3. Probation Officer	<u>0.0%</u> 4. Court Security Officer
<u>1.0%</u> 5. Public Defender	<u>0.0%</u> 6. U.S. Marshall
<u>1.0%</u> 7. Bankruptcy Trustee	<u>3.1%</u> 8. Paralegal
<u>2.0%</u> 9. Other (please specify)	<u>Legal Assistant</u>

4. Gender: 77.6% Male 22.4% Female

5. Age:

<u>0.0%</u> 1. 18-24	<u>17.3%</u> 2. 25-34	<u>32.7%</u> 3. 35-44
<u>38.8%</u> 4. 45-54	<u>10.2%</u> 5. 55-65	<u>1.0%</u> 6. over 65

6. Race/Ethnicity:

<u>0.0%</u> 1. African American	<u>0.0%</u> 2. Asian American/Pacific Islander
<u>95.8%</u> 3. Caucasian American	<u>2.1%</u> 4. Hispanic American
<u>0.0%</u> 5. Native American	
<u>2.1%</u> 6. Other (please specify)	
< Euro-American	
< Hines 57	
< I prefer not to describe myself or others in these terms	

7. Highest grade completed:

<u>0.0%</u> 1. Eighth grade	<u>4.2%</u> 2. Twelfth grade
<u>2.1%</u> 3. Associate's degree	<u>0.0%</u> 4. Bachelor's degree
<u>73.7%</u> 5. Postgraduate study	
<u>20.0%</u> 6. Other (Please specify)	
< Juris Doctorate (20)	
< 4 yrs undergraduate school, 6 yrs graduate school	
< Attorney	
< Law	
< Law School	
< Lawyer	

8. Do you have a physical disability? 2.0% Yes 98.0% No

9. If so, have you experienced any difficulties in entering, leaving, or using the offices or facilities of the court? 3.2% Yes 96.8% No

If yes, please describe your difficulties.

< Parking

< When my lower back is out, it is difficult to use the podium

10. Please write any comments you have concerning your experiences with the court.

- < I believe that the federal court personnel are exceptionally trained and helpful
- < My practice is primarily in bankruptcy court and it is run well by the Court and personnel
- < Super
- < Coeur d'Alene in need of new/improved courthouse facilities for easier access and better security
- < Excellent. Some of the security personnel are "up tight."
- < First class in every way. A delight compared to all other courts. Internet is awesome.
- < I applaud and appreciate the court personnel generally by especially the bankruptcy people.
- < I find the court judges, CSO's, staff and deputies to be helpful, courteous and professional. I really have no complaints. Do not stray from your high standards.
- < If every public agency were as professional, courteous & friendly as your staff, this business would be better for everyone. I don't know what has been done to motivate them, but the Court's staff acts as though they were in the customer service business.
- < My practice in Federal Court is minimal, occasionally appear in Bankruptcy Court. My experience with the service of Federal Courts is very good!
- < On the whole, I enjoy all the aspects of the practice.
- < One of the reasons I enjoy my serving as the Federal Public Defender in Idaho is the friendliness and high professional standards set by the court staff.
- < Over the last 20 years the staff have gotten better in all areas. I believe the clerk's office is very good. The cafeteria is very nice in Boise.
- < Very pleasant - cooperative environment given the societal restraints.
- < Well-equipped and very well run
- < The extent of my practice in Bankruptcy Court has been very limited. All services were excellent.

- < There is a perception that business at the Court goes on as usual even though it is the most modern system in the state. The only time I noticed better service from some of the clerks was when there was a customer comment card on the counter to provide immediate feed back. Now the clerks without the cards were just as nice and customer service oriented as before, during and after the cards were there. We are just happy they are in the majority. Now to point number two. We have state of the art video systems but some of the judges still appear resistant to use them to the fullest extent. Video conferences should be the norm in this day and computer age. That way we could always have access to the judiciary from the eastern side of the state. I am sure North Idahoans feel the same way. It would save travel for the Court and expense to the public. Thank-you for the opportunity to make comments.

11. If you would like to discuss an issue involved in this survey, please leave your name and telephone number.

- < An attorney stated that his firm had lots of cases in Bankruptcy and some in District, mostly in Coeur d'Alene. He commented on the extremely high level of performance by court personnel and could not think of any problems or issues. He commended the personnel for their extreme efficiency and stated that the personnel and service couldn't be better. He mentioned that the facilities in Northern Idaho are overextend and crowded. He is very happy with the accessibility of cases on the Internet. His main concern is that Internet access remain free. As a Trustee, it would be hard for him to charge the state for any fees incurred by using the Internet. Also, with Idaho being spread out, the Internet creates an opportunity for access that would be problematic with the introduction of charges. When he represented 200 farmers recently, it was very important for them to be able to access the docket over the Internet and see what was going on. He believes that free access to the Internet site is invaluable to public accessibility, and curbing that access would lead back to the days where only lawyers had access to such public information.